

opinionway,

— FOR —

cegid

The adoption of *artificial intelligence* by office workers

Study report – July 2025





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Crédits : benjamin-davies

Scope & objectives of the project

” Context

Cegid is **a leading provider of cloud-based management solutions** for businesses, offering solutions for payroll, finance, *retail* and production management. Founded in 1983, the company now deploys its solutions in 130 countries and has more than 5,000 employees.

In 2022, Cegid adopted a strategic plan to integrate AI into its operations and offerings. The company now offers Cegid Pulse solutions that put AI at the service of its customers. Aware of **the potential of AI** for business, but also of **the obstacles to be overcome** in order to fully embrace it,

Advised by the agency **iconic.**, **Cegid plans to conduct an opinion survey** among office employees to analyse their perceptions of AI and its impact on their daily lives and future.



The objectives of the study



- 2 -

Compare the situation between countries

Conducting the survey in France and internationally will provide Cegid with data on the situation in the countries where it operates.



- 1 -

Understanding the level of integration of AI and innovative uses

On this rapidly evolving topic, the questionnaire will enable employees to indicate their views on AI and the uses that seem to have the greatest potential.



- 3 -

Inform a communication campaign

The study and its findings will provide material for preparing a message for decision-makers and the general public, providing a solid and rich foundation for building a communication campaign.



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Methodology

Methodology

Any publication, in whole or in part, must include the following statement in full:

"OpinionWay survey for Cegid"

and no part of the survey may be reproduced separately from this title.



Sample of **2035 office workers** in four countries: 509 in **France**, 511 in **Spain**, 507 in **Portugal** and 508 in **Germany**.

The sample was drawn from a sample of employees aged 18 and over and was constituted using the quota method, based on criteria **of gender, age, socio-professional category, region and type of company**. The results were weighted according to these same criteria.



The sample was surveyed using a **self-administered online questionnaire on a CAWI system** (Computer Assisted Web Interview).



The interviews were conducted **between July 2^d and 16th 2025**.



Questionnaire
CEGID IA



OpinionWay conducted this survey in accordance with the procedures and rules of **ISO standard 20252**



The results of this survey should be read taking into account the margins of uncertainty: 4.4 points at most for a sample of 500 respondents.

“ Reading note

The bases presented in the report show **raw bases**.

Significant differences (95% significance) from the sub-targets were examined in relation to the overall results. These differences are reported in the report as follows:

xx% → significantly **higher** than the national total, all categories combined

xx% → significantly **lower** than the national total, all categories combined

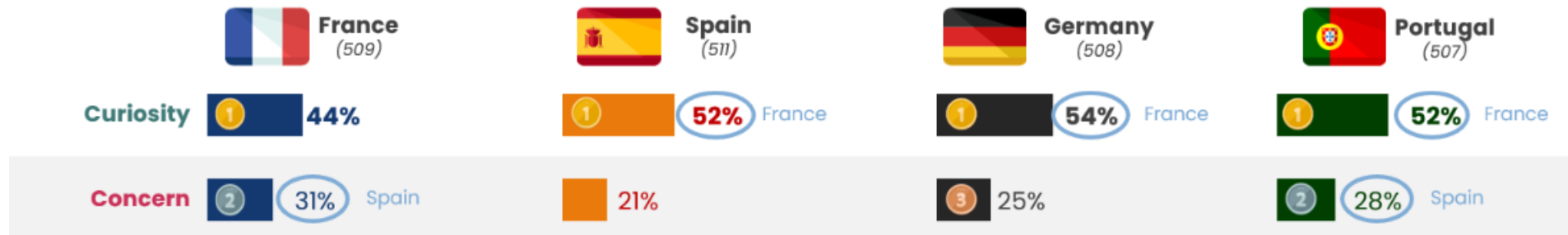
For clarity, only certain significant differences are shown.

The results between countries were compared. When a country stands out in particular from the others, the difference is indicated as follows:

○ → significantly **higher** than other countries at 95%.

○ → significantly **lower** than other countries at 95%.

Example below: French and Portuguese employees express greater concern than Spanish employees, while France lags behind the other three countries in terms of curiosity.





Sample profile

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The profile of office workers

		France	Spain	Germany	Portugal
	<i>Basis</i>	509	511	508	507
Gender					
	Male	49%	49%	53%	47%
	Female	51%	51%	47%	53%
Age					
	18 to 29 years old	21%	15%	15%	14%
	30 to 39 years old	26%	25%	29%	25%
	40 to 49 years old	29%	31%	23%	36%
	50 to 59 years old	20%	22%	21%	20%
	60 years old and over	4%	7%	12%	5%
Current professional activity					
	CSP+	58%	46%	42%	47%
	Managers	27%	32%	14%	25%
	Intermediate professions	32%	14%	28%	23%
	CSP-	42%	54%	58%	53%
	Employees	30%	43%	40%	36%
	Workers	12%	11%	18%	17%
Seniority in the company					
	Less than one year	4%	3%	4%	8%
	1 to 2 years	15%	16%	9%	15%
	3 to 5 years	24%	29%	24%	24%
	6 to 9 years	15%	16%	22%	14%
	10 years and more	42%	36%	41%	39%

The profile of office workers

	France	Spain	Germany	Portugal
<i>Basis</i>	509	511	508	507
In your current position, do you have management responsibilities?				
Yes	50%	43%	47%	54%
No	50%	57%	53%	46%
Which category corresponds to your professional activity?				
Management, administration or team leadership	14%	11%	11%	12%
Internal support functions	30%	43%	26%	42%
Administrative and human resources functions	17%	26%	12%	26%
Accounting, finance or management control	11%	13%	11%	12%
Legal or compliance functions	2%	4%	3%	4%
Technical functions	24%	19%	26%	23%
IT, information systems or data/AI	11%	6%	12%	10%
Education, research or innovation	3%	3%	3%	3%
Purchasing, logistics or production	10%	10%	11%	10%
Communication and relations	16%	16%	30%	13%
Sales or customer relations functions	11%	11%	25%	11%
Marketing, communication or advertising	5%	5%	5%	2%
Civil service	10%	5%	2%	4%
Education	4%	5%	4%	5%

The profile of office workers

	France	Spain	Germany	Portugal
<i>Basis</i>	509	511	508	507
Company size				
Very small business (fewer than 10 employees)	14%	15%	11%	18%
SMEs (10 to 249 employees)	21%	68%	59%	61%
Mid-sized companies (250 to 4,999 employees)	27%	12%	24%	17%
Large companies (5,000 employees and above)	38%	5%	6%	4%
What is your current working arrangement?				
Teleworking only	4%	10%	9%	4%
Hybrid	50%	32%	42%	28%
In-person (at work) only	46%	58%	49%	68%
Business sector				
Agriculture	2%	2%	2%	1%
Industry	14%	16%	19%	17%
Construction / Public works	6%	6%	6%	12%
Trade	19%	11%	12%	14%
Services to businesses	21%	26%	30%	30%
Services to individuals	23%	26%	27%	17%
Public administration	15%	13%	4%	9%

The profile of office workers

France	
	Basis 509
Region	
Ile de France	25%
North West	20%
North East	20%
South West	9%
South East	26%

Germany	
	Basis 508
Region	
North	17%
East (including Berlin)	18%
South	32%
West	21%
South-West	12%

Portugal	
	Basis 507
Region	
North	33%
Central	22%
Lisbon	29%
Alentejo	7%
Algarve	4%
Azores	3%
Madeira	2%

Spain	
	Basis 51
Region	
Northwest	7%
Northeast	11%
Municipality of Madrid	18%
Centre	11%
East	32%
Sur	18%
Canary Islands	3%



Findings

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01

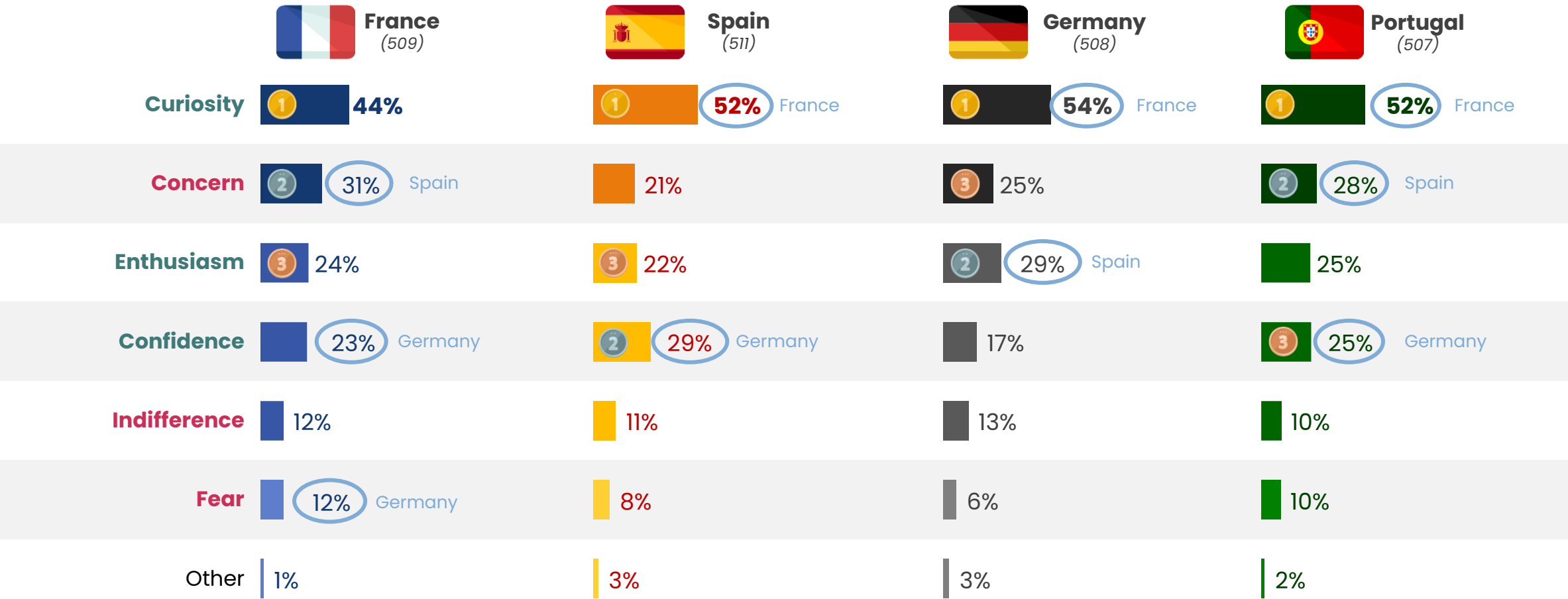
Between curiosity and
mistrust: AI, a
disruption perceived
differently across
countries



Curiosity is the dominant feeling towards AI, but it is less prevalent in France, where concern ranks second, ahead of confidence and enthusiasm which are better positioned in Spain and Germany.

Q6: When you think about the use of AI in your job, **what is your main feeling?**

Base: total sample – 2 possible answers

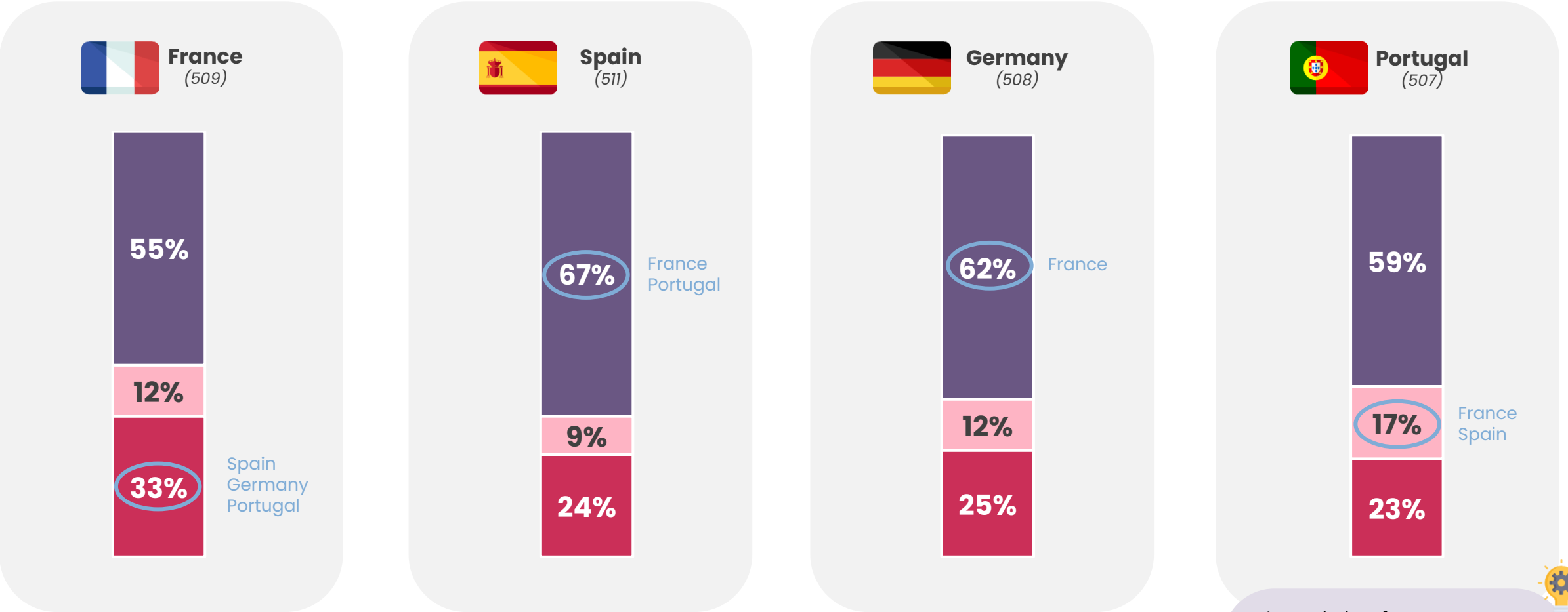




This climate reflects a cultural mistrust specific to France, fueling a more pronounced lack of interest than elsewhere.

Q6: When you think about the use of AI in your job, **what are your main feelings?**

Base: total sample – 2 possible answers



■ Only positive ■ Mixed positive/negative ■ Only negative

The majority of AI users express positive feelings, while half of non-users say they are only concerned or hostile.

“ Unsurprisingly, the majority of AI users express positive feelings, while half of non-users say they are only concerned or hostile. This finding is consistent across all countries.

Q6: When you think about the use of AI in your job, **what are your main feelings?**

Base: total sample – 2 possible answers



France
(509)

Only positive: **55%**

Under 40 years old: **72%**
40–49 years old: **34%**
SMEs: **74%**
Less than 5 years' seniority: **65%**
Manager: **67%**
Uses AI: 72%

Only negative: **33%**

Under 40 years old: **18%**
40–49 years old: **53%**
Agriculture and industry: **17%**
SMEs: **17%**
Non-manager: **45%**
Does not use AI: 55%



Spain
(511)

Only positive: **67%**

Very small businesses: **48%**
Manager: **76%**
Uses AI: 80%

Only negative: **24%**

Very small businesses: **38%**
Managers: **15%**
Does not use AI: 52%



Germany
(508)

Only positive: **62%**

Very small businesses: **43%**
Mid-sized companies: **76%**
Uses AI: 75%

Only negative: **25%**

Very small businesses: **42%**
SMEs: **16%**
Manager: **18%**
Does not use AI: 48%



Portugal
(507)

Only positive: **59%**

Under 40 years old: **68%**
Very small businesses: **38%**
Non-manager: **50%**
Uses AI: 70%

Only negative: **23%**

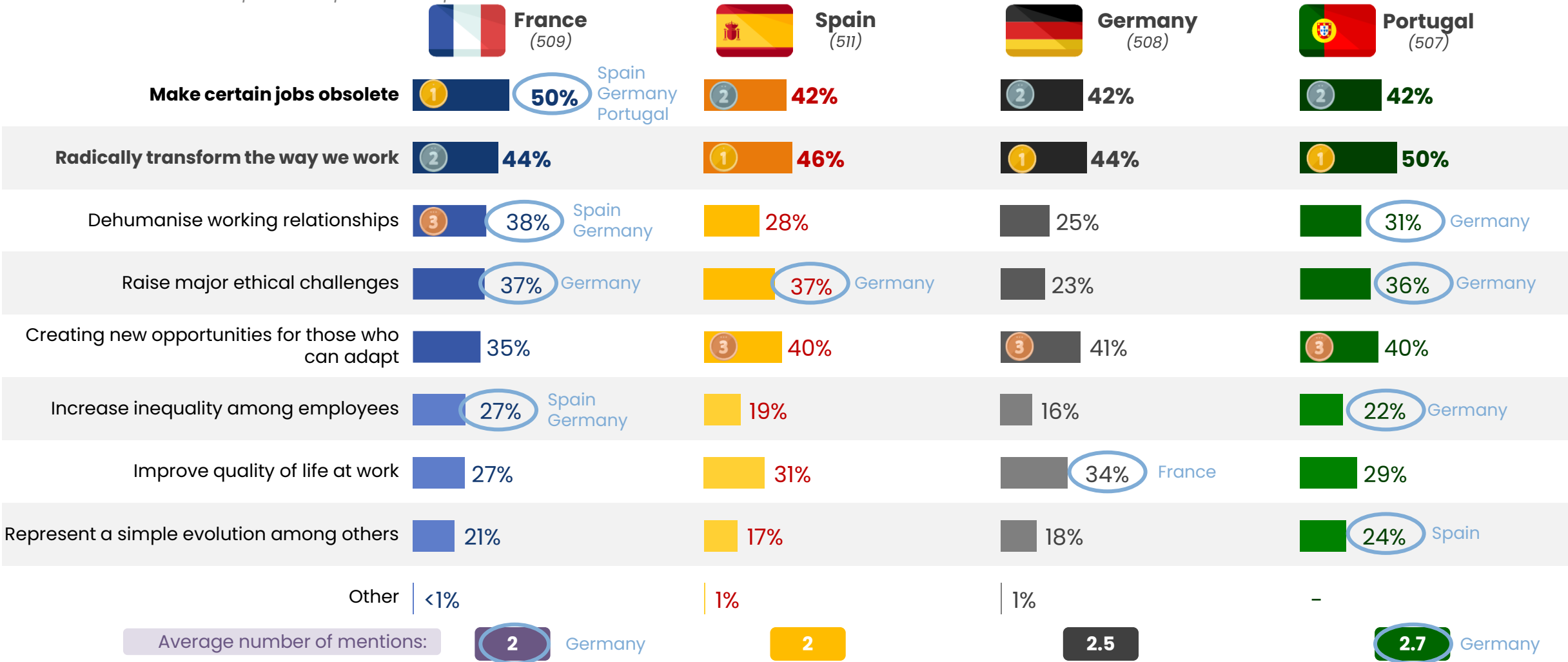
Male: **16%**
18–29 years old: **10%**
Services to individuals: **34%**
Very small businesses: **44%**
Non-manager: **32%**
Does not use AI: 42%



In this context, more than 4 out of 10 employees believe that AI will render certain jobs obsolete and profoundly transform the way we work. But while other countries also see opportunities for those who can adapt, the French fear above all a dehumanisation of professional relationships, confirming a generally more pessimistic stance.

Q12: In your opinion, in the coming years, **artificial intelligence will...** ?

Base: total sample – multiple answers possible





However, AI can foster a positive vision of work among its users: improvement in the quality of life at work, new opportunities... A vision that is all the more marked when the company commits, trains, equips and encourages its employees to use it.

Q12: In your opinion, in the coming years, **artificial intelligence will...** ?

Base: total sample - Multiple answers possible



France
(509)



Spain
(511)



Germany
(508)



Portugal
(507)

Make certain jobs obsolete 50% -

Radically transform the way we work 44% -

Dehumanize working relationships 38%

Companies reluctant to adopt AI: 47%

Raise major ethical challenges 37% -

Creating new opportunities for those who can adapt 35%

Use AI regularly: 47%
Companies offers training: 45%

Increase inequality among employees 27% -

Improve quality of life at work 27%

18-29 years old: 41% / 40-49 years old: 17%
Use AI regularly: 42%
Companies encourages the use of AI: 35%
Companies offers training: 37%

Representing a simple evolution among others 21%

SMEs: 40%
Uses AI regularly: 32%
Companies offers training: 31%

42% Commerce: 28%
Services to businesses: 54%

46% **Use AI regularly: 59%**

Mid-sized and large companies: 19%
28% **Companies with internal AI: 20%**
Companies offering training: 35%

37% Commerce: 21%

40% Works remotely: 52%
Use AI regularly: 51%

19% -

31% **Use AI regularly: 47%**

17% -

42% **Companies with internal AI: 34%**
Companies offers training: 33%

44% -

25% **Use AI regularly: 14%**

23% -

41% -

16% Very small businesses: 5%
Companies offers training: 23%

34% **Use AI regularly: 46%**
Companies committed to AI: 42%

18% -

42% -

50% -

Men: 22% / Women: 40%
Large companies: 13%
Use AI regularly: 12%
Companies encourages the use of AI: 20%
Companies with internal AI: 21%
Companies offers training: 13%

36% 18-29 years old: 18%
Administration: 51%

Use AI regularly: 56%
Companies encourages the use of AI: 49%

22% -

Uses AI regularly: 45%
Companies committed to AI: 38%
Companies encourages the use of AI: 40%
Companies with internal AI: 21%
Companies offering training: 42%

24% -



02

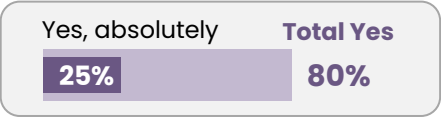
Companies are still not fully engaged, despite some sectoral drivers and the momentum of SMEs.



Perceived business engagement remains low: fewer than one in five employees consider their company to be highly committed to AI, and barely half believe it truly encourages its use. Nearly one in two even perceives a form of reluctance on the part of their organization.

Q3: Would you say that the following statements accurately describe **your company's policy on AI**?

Base: total sample

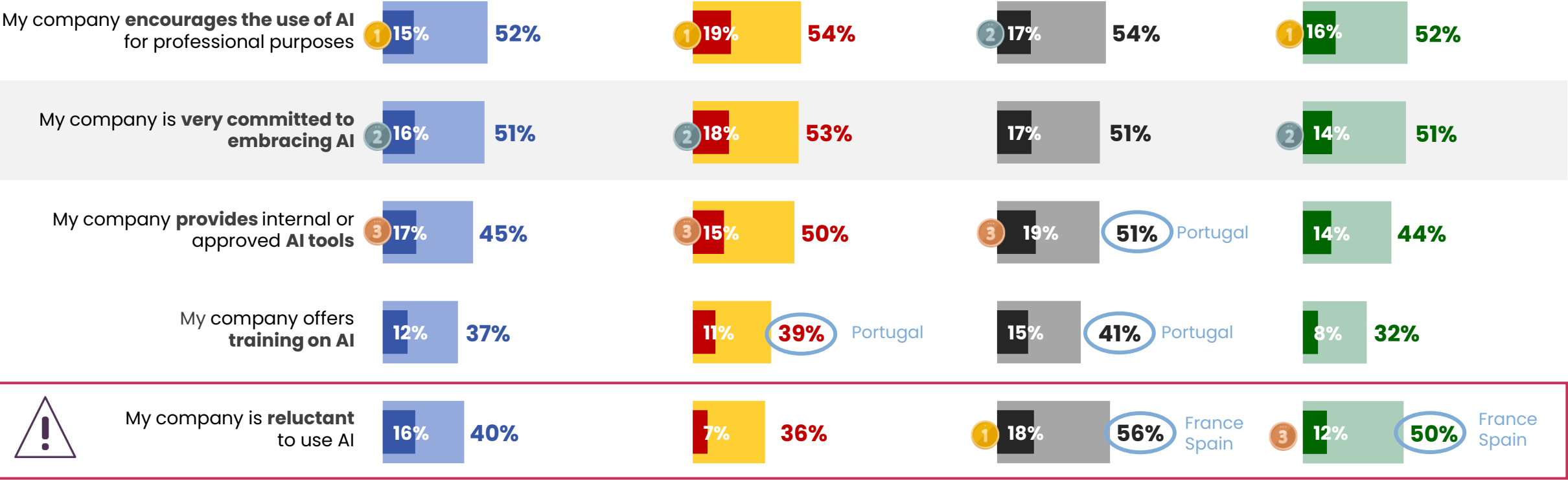


 **France**
(509)

 **Spain**
(511)

 **Germany**
(508)

 **Portugal**
(507)





The French public sector appears to be lagging behind, unlike agriculture and industry. French SMEs, on the other hand, are doing well: while in other countries, AI development is proportional to the size of organizations, French SMEs have managed to get ahead, even outperforming large national companies.

Q3: Would you say that the following statements accurately describe **your company's policy on AI**?

Base: total sample

**France**
(509)

My company encourages the use of AI for professional purposes: 52%

Administration: 32%
SMEs: 73% / Very small businesses: 35%
Regularly uses AI: 86%

My company is very committed to embracing AI: 51%

Agriculture and industry: 64%
Administration: 32%
SMEs: 70% / Very small businesses: 24%
Use AI regularly: 79%

My company provides internal or approved AI tools: 45%

Agriculture and industry: 63%
Services to individuals: 31%
Administration: 25%
SMEs: 68% / Very small businesses: 21%
Uses AI regularly: 76%

My company offers training on AI: 37%

Agriculture and industry: 53% / Services to individuals: 25% / Administration: 18%
SMEs: 66% / Very small businesses: 14% / large companies: 25%
Use AI regularly: 64%

 **My company is reluctant to use AI: 40%**

Commerce: 57%
SMEs: 71% / Mid-sized companies: 28%

**Spain**
(511)

My company encourages the use of AI for professional purposes: 54%

Very small businesses: 31%
Use AI regularly: 79%

My company is very committed to embracing AI: 53%

Mid-sized and large companies: 63%
Very small businesses: 35%
Use AI regularly: 79%

My company provides internal or approved AI tools: 50%

Mid-sized and large companies: 61%
Very small businesses: 23%
Uses AI regularly: 77%

My company offers training on AI: 39%

Mid-sized and large companies: 50%
Very small businesses: 17%
Uses AI regularly: 56%

 **My company is reluctant to use AI: 36%**

Services to businesses: 23%
Services to individuals: 47%
Very small businesses: 51%

**Germany**
(508)

My company encourages the use of AI for professional purposes: 54%

Mid-sized and large companies: 67%
Very small businesses: 30%
Use AI regularly: 88%

My company is very committed to embracing AI: 51%

Mid-sized companies: 69%
Very small businesses: 28%
Uses AI regularly: 82%

My company provides internal or approved AI tools: 51%

Mid-sized and large companies: 68%
Very small businesses: 28%
Use AI regularly: 81%

My company offers training on AI: 41%

Mid-sized and large companies: 60%
Very small businesses: 11%
Uses AI regularly: 73%

 **My company is reluctant to use AI: 56%**

Very small businesses: 73%
Uses AI regularly: 44%

**Portugal**
(507)

My company encourages the use of AI for professional purposes: 52%

Large companies: 81%
Very small businesses: 31%
Use AI regularly: 84%

My company is very committed to embracing AI: 51%

Large companies: 76%
TPE: 30%
Use AI regularly: 79%

My company provides internal or approved AI tools: 44%

Services to individuals: 30%
Mid-sized and large companies: 58%
Very small businesses: 22%
Regularly uses AI: 66%

My company offers training on AI: 32%

Mid-sized and large companies: 43%
Very small businesses: 9%
Use AI regularly: 56%

 **My company is reluctant to use AI: 50%**

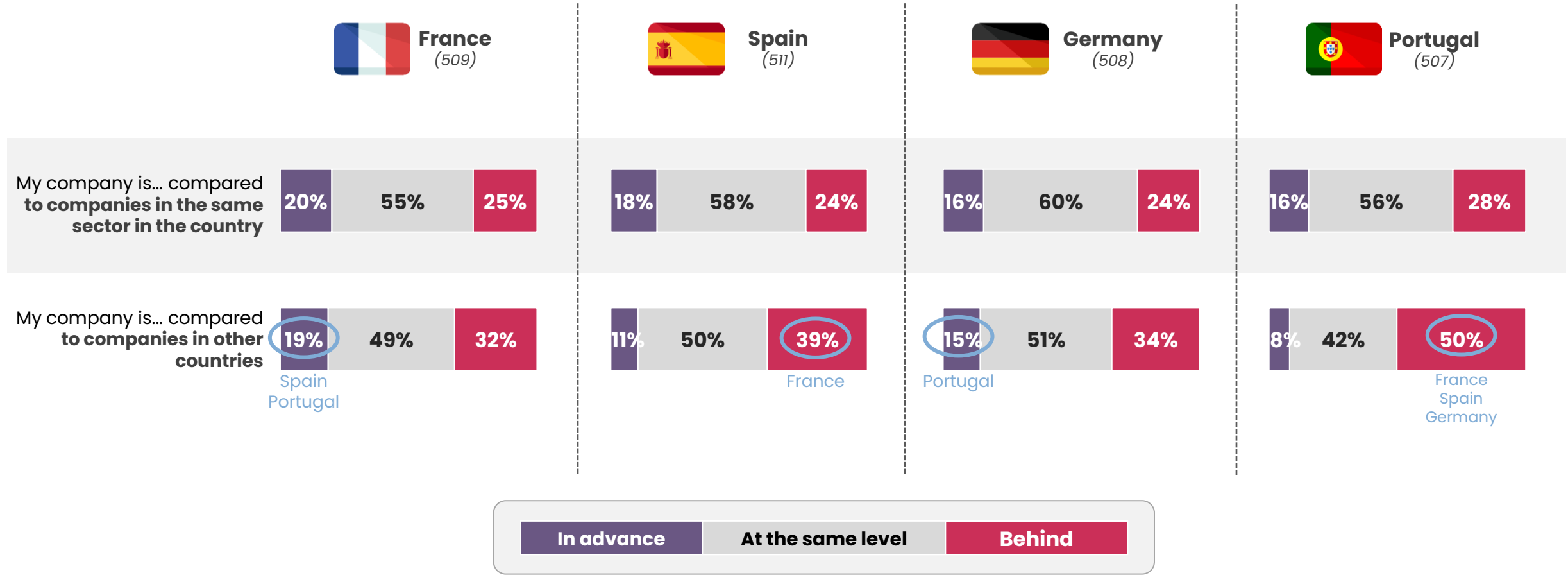
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While employees generally consider their companies to be on par with their counterparts in the same country, a gap emerges when comparing them internationally: employees then feel their companies are lagging behind. Nevertheless, France, neck and neck with Germany, remains one of the countries where this feeling is the least pronounced..

Q4: **When it comes to the use of artificial intelligence**, would you say that... ?

Base: total sample



“ Evaluations are significantly more positive in companies committed to AI integration and those offering employee training.

Q4: **When it comes to the use of artificial intelligence**, would you say that... ?

Base: total sample



France
(509)

My company is **ahead** of other companies in the same sector in the country: **20%**

18-29 years old: **32%** / 40-49 years old: **13%**
Agriculture and industry: **39%**
Administration: **10%**
SMEs: **32%**
Manager: **28%**
Companies committed to AI: 35%
Companies offering training: 39%

My company is **ahead** of companies in other countries: **19%**

18-29 years old: **40%** / 40 years old and over: **10%**
Administration: **8%**
SMEs: **33%** / Very small businesses: **7%**
Manager: **27%**
Companies committed to AI: 32%
Companies offering training: 35%



Spain
(511)

My company is **ahead** of companies in the same sector in the country: **18%**

18-29 years old: **31%**
Mid-sized and large companies: **30%** /
Very small companies: **6%**
Manager: **26%**
Companies committed to AI: 28%
Companies offers training: 31%

My company is **ahead** of companies in other countries: **11%**

Mid-sized and large companies: **18%** /
Very small businesses: **1%**
Companies committed to AI: 18%
Companies offering training: 19%



Germany
(508)

My company is **ahead** of companies in the same sector in the country: **16%**

Mid-sized and large companies: **24%** /
Very small businesses: **1%**
CSP +: **24%** / CSP -: **10%**
Manager: **24%**
Companies committed to AI: 27%
Companies offers training: 30%

My company is **ahead** of companies in other countries: **15%**

Mid-sized companies: **24%**
Under 40 years old: **23%** / 50 years old and over: **6%**
Manager: **20%**
Companies committed to AI: 25%
Companies offers training: 28%



Portugal
(507)

My company is **ahead** of companies in the same sector in the country: **16%**

18-29 years old: **28%**
Mid-sized and large companies: **25%**
Companies committed to AI: 23%
Companies offering training: 26%

My company is **ahead** of companies in other countries: **8%**

Large companies: **21%**
Companies offering training: 17%

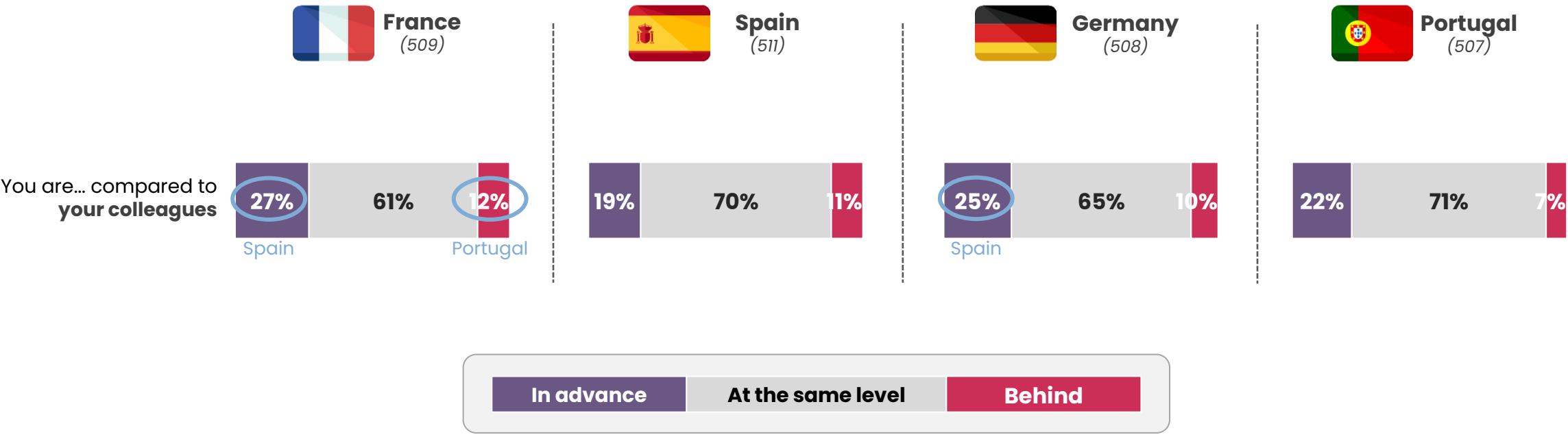


03

French employees are holding back: caution, changing habits and environmental awareness

” While self-assessments by French people (like those of Germans) reveal a perception that is either ahead of or on par with their colleagues in terms of AI...

Q4: **When it comes to the use of artificial intelligence**, would you say that... ?
Base: total sample



Young people and employees whose companies are actively involved in AI integration rank higher in the rankings.

” This is especially true among young people. Companies committed to integrating AI, particularly those offering training to employees, also rank higher in the rankings.

Q4: **When it comes to the use of artificial intelligence**, would you say that... ?

Base: total sample



France
(509)

You are **ahead** of
your colleagues: **27%**

Under 40 years old: **41%** / 40 years old
and over: **14%**
Agriculture and industry: **45%**
SMEs: **38%**
Manager: **38%**
Companies committed to AI: 35%
Companies offering training: 37%



Spain
(511)

You are **ahead** of
your colleagues: **19%**

Managers: **29%**
Companies offering training: 28%



Germany
(508)

You are **ahead** of
your colleagues: **25%**

Under 40 years old: **37%** / 50 years old
and over: **12%**
Mid-sized companies: **37%**
CSP +: **33%**
Less than 5 years' seniority: **35%**
Manager: **32%**
Companies offers training: 33%



Portugal
(507)

You are **ahead** of
your colleagues: **22%**

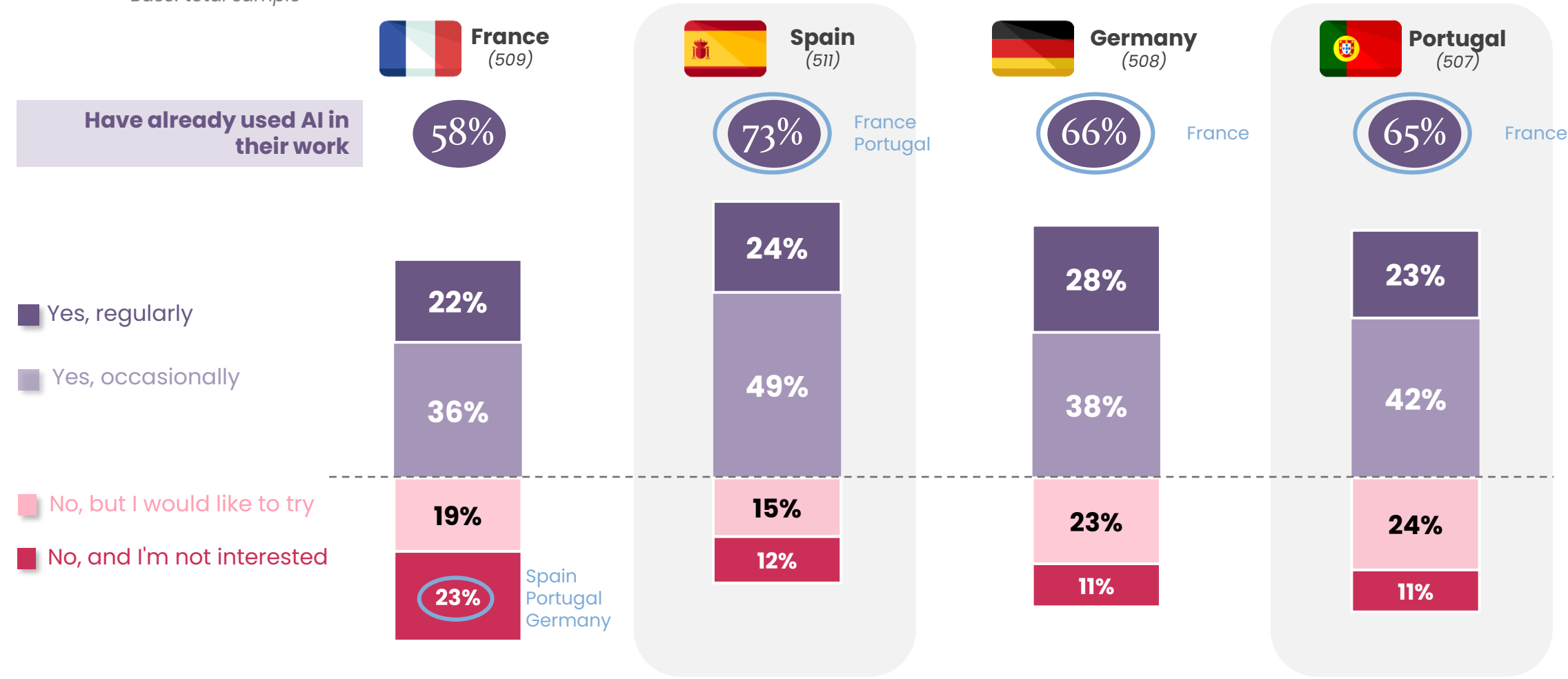
Manager: **30%**



However, the adoption of artificial intelligence by office workers reveals a clear contrast between France and its European neighbors. While Spain, Germany, and Portugal are demonstrating strong adoption momentum, France lags further behind: only 6 out of 10 employees there use AI in a professional context, compared to nearly 7 out of 10 elsewhere, and a quarter are completely uninterested in it.

Q1: Have you **ever used artificial intelligence** in your work?

Base: total sample





In all countries surveyed, the use of AI in the workplace depends heavily on the mobilization of companies. Age also plays a decisive role: those under 40 are much more comfortable with AI than their elders. Finally, teleworking seems to be removing some barriers to adoption.

Q1: Have you **ever used artificial intelligence** in your work?

Base: total sample



France
(509)

ST Have already used AI: 58%

Companies committed to AI: 80%

18-29 years old: **85%** / 40 years old and over: **42%**
SMEs: **83%**
Teleworkers: **72%**
Manager: **73%**
Less than 5 years' seniority: **70%**
Commerce: **70%** / Administration: **40%**

Yes, regularly: 22%

Companies committed to AI: 34%

18-29 years old: **43%** / 40 years old and over: **10%**
SMEs: **34%** / Large companies: **11%**
Less than 5 years' seniority: **33%**
Manager: **32%**

No, and I am not interested: 23%

Companies committed to AI: 7%

40 years old and over: **34%**
Large companies: **33%** / SMEs: **10%**
Only in person: **32%** / Teleworking: **16%**
Non-manager: **36%**
Services to individuals: **34%**



Spain
(511)

ST Have already used AI: 73%

Companies committed to AI: 90%

50 years old and over: **58%**
Mid-sized companies: **82%** / Very small businesses: **51%**
Teleworkers: **81%**
Manager: **87%**

Yes, regularly: 24%

Companies committed to AI: 36%

30-39 years old: **36%**
Mid-sized companies: **34%**
Teleworkers: **34%** / Only in person: **17%**
Manager: **34%**

No, and I am not interested: 12%

Companies committed to AI: 2%

18-29 years old: **3%**
Very small businesses: **29%**
Non-manager: **19%**



Germany
(508)

ST Have already used AI: 66%

Companies committed to AI: 91%

Men: **74%** / Women: **58%**
30-39 years old: **79%** / 40 years old and over: **58%**
Mid-sized companies: **80%**
Teleworkers: **79%**
Managers: **79%**
CSP +: **75%**

Yes, regularly: 28%

Companies committed to AI: 45%

50 years old and over: **19%**
Mid-sized companies: **40%** / Very small companies: **13%**
Teleworking: **41%**
Manager: **41%**
CSP +: **38%** / CSP -: **21%**

No, and I am not interested: 11%

Companies committed to AI: 2%

Under 40 years old: **5%**
Very small businesses: **25%** / Mid-sized companies: **5%**
Only in person: **18%** / Teleworking: **5%**
Non-manager: **18%**



Portugal
(507)

ST Have already used AI: 65%

Companies committed to AI: 82%

18-29 years old: **81%**
Mid-sized companies: **74%** / Very small companies: **50%**
Teleworking: **81%** / Only in person: **57%**
Manager: **76%**
Services to businesses: **76%**
Highest socio-professional category: **73%**

Yes, regularly: 36%

Companies committed to AI: 36%

18-29 years old: **39%**
Teleworking: **33%**
Managers: **31%**
Services to businesses: **33%**

No, and I am not interested: 3%

Companies committed to AI: 3%

Very small businesses: **24%**
Non-manager: **18%**
Services to individuals: **21%**



Paradoxically, French people who use AI are diversifying its uses more, combining internal and external tools. More than a third use internal AI, compared to only 1 in 10 in other countries.

Q2: What **type(s) of artificial intelligence (AI)** do you use in your work?

Base: Have already used artificial intelligence in the context of their work – Multiple answers possible



France
(291)



Spain
(380)



Germany
(342)



Portugal
(351)

External AI with a business subscription
(e.g. ChatGPT, Claude, etc.)



54%



49%



49%



45%

AI integrated into office tools (MS Copilot, Google Duet AI, etc.)



50%

Spain
Portugal



38%



49%

Spain
Portugal



34%

External AI used via a personal account,
not linked to the company



40%

Spain
Germany



23%



26%



33%

Spain
Germany

Internal AI within the company
(developed and/or hosted internally)



36%

Spain
Portugal
Germany



19%

Portugal
Germany



13%



12%

Other types of AI | **<1%**

-

| **<1%**

| **<1%**

Average number of mentions:



1

Spain
Portugal
Germany



1



1.4

Portugal



1.2



Unlike other countries, where the types of AI used vary little according to profile, a more pronounced pattern is emerging in France: young people, very small businesses and SMEs make extensive use of external tools, while managers and SMEs also use internal tools. And even when a company provides internal AI, external tools are still widely used by employees.

Q2: What **type(s) of artificial intelligence (AI)** do you use in your work?

Base: Have already used artificial intelligence in the context of their work – Multiple answers possible



France
(509)

External ST: 73%

18-29 years old: **92%** / 40 years old and over: **55%**
Very small businesses and SMEs: **87%** / Large companies: **56%**
Seniority over 5 years: **63%**
Companies has internal AI: 70%

External AI with a corporate subscription: 54%

Under 40 years old: **70%** / 40 years old and over: **28%**
Very small businesses and SMEs: **72%** / Large companies: **27%**
Retail: **72%** / Less than 5 years' seniority: **66%**
Only in person: **37%**
Manager: **66%**
Regularly uses AI: 67%
Companies has internal AI: 60%

External AI used via a personal account: 40%

18-29 years old: **63%**
IDF: **54%**
Services to businesses: **27%**
SMEs: **76%** / Mid-sized companies: **24%**
More than 5 years' seniority: **29%**
Companies has internal AI: 38%

Internal ST: 73%

Only in person: **46%**
Non-manager: **50%**
Companies has internal AI: 77%

AI integrated into office tools: 50%

SME: **70%**
Only in person: **32%**
Manager: **61%**
Companies has internal AI: 61%

Internal AI within the company: 36%

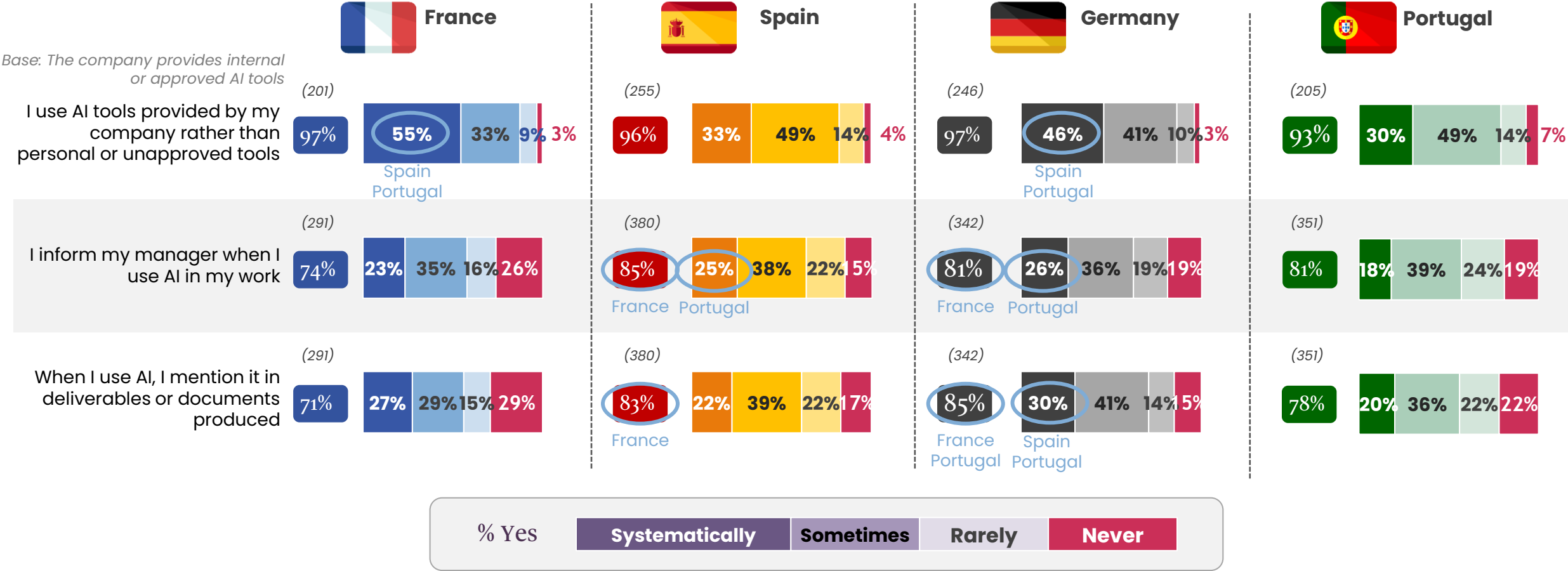
SMEs: **65%** / Mid-sized and large companies: **26%**
Only in person: **17%**
Non-manager: **23%**
Companies has internal AI: 49%



While company-provided AI tools are preferred in all countries, in France and Germany, nearly half of employees use them systematically (compared to one-third in other countries). However, only one in four users in France systematically discloses this use to their superiors or clients, a practice that is more widespread in Germany.

Q5: In your use of AI, **how often do you engage in the following behaviors?**

Base: Have already used artificial intelligence in the context of their work

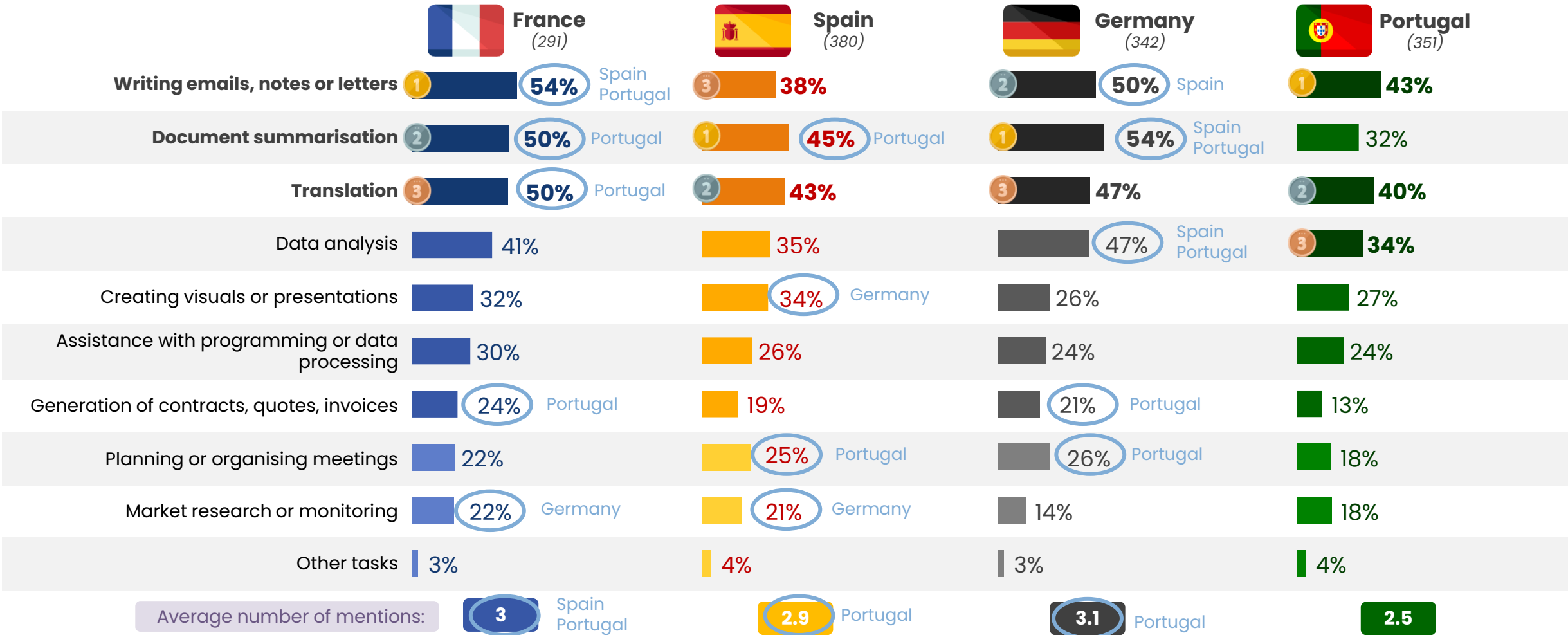




AI usage remains focused on writing, summaries, and translation - a trio broadly shared by all countries. However, the French are diversifying its uses even further.

Q7: **For which tasks do you use artificial intelligence** in your work?

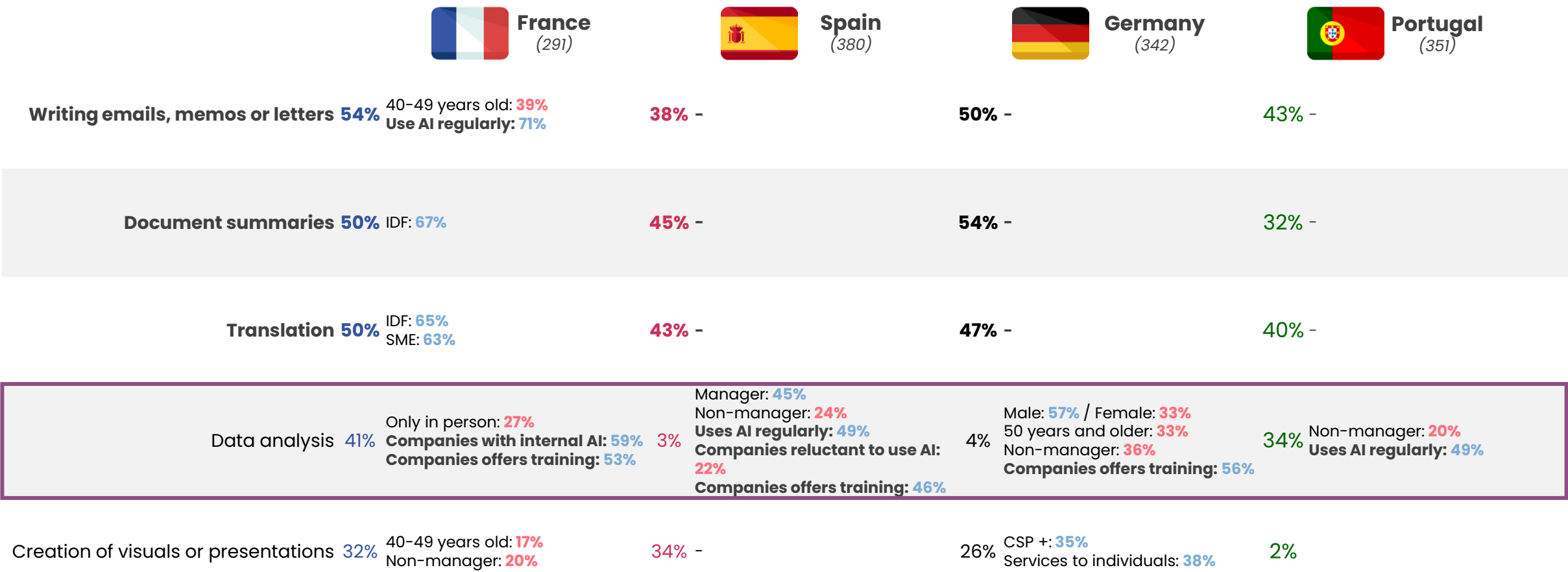
Base: Have already used artificial intelligence in the context of their work – multiple answers possible





In France, regular use of AI is often limited to writing emails or notes, while in Spain and Portugal, it extends more to data analysis. This practice is more common when training is offered, or, in France, when internal AI is available..

Q7: **For which tasks do you use artificial intelligence** in your work?
Base: Have already used artificial intelligence in the context of their work - Multiple answers possible





Paradoxically, companies' reluctance toward AI rarely hinders its use. In France, it even seems to encourage its use for certain tasks such as generating invoices, scheduling meetings, or market monitoring and research.

Q7: For which tasks do you use artificial intelligence in your work?
Base: Have already used artificial intelligence in the context of their work – Multiple answers possible

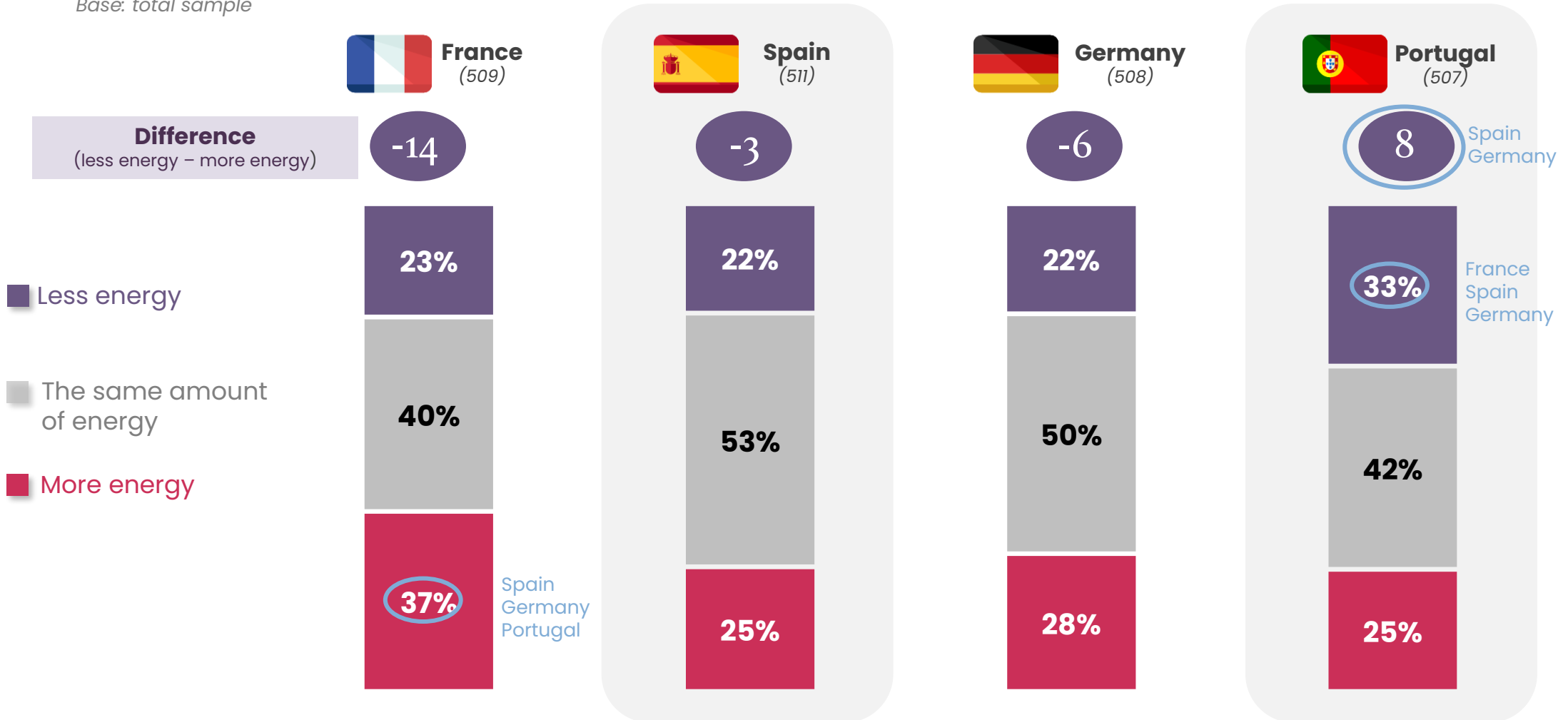
	 France (291)	 Spain (380)	 Germany (342)	 Portugal (351)
Assistance with programming or data processing	30% Agriculture and industry: 52% SMEs: 46% Uses AI regularly: 45%	26% -	2% Use AI regularly: 35%	24% Male: 33% / Female: 14% Services to businesses: 35% Only in person: 15% Companies offers training: 35%
Generating contracts, quotes, invoices	24% 40-49 years old: 11% Agriculture and industry: 41% SMEs: 46% / Mid-sized and large companies: 14% Non-manager: 10% Companies with internal AI: 44% Companies reluctant to adopt AI: 37% Companies offering training: 35%	19% -	- -	13% 40-49 years old: 5% 50 years old and over: 24%
Planning or organising meetings	22% 40-49 years old: 7% IDF: 37% Services to individuals: 7% SMEs: 42% / Large companies: 9% Only in person: 10% Non-manager: 7% Companies reluctant to adopt AI: 33% Companies offers training: 32%	25% Companies reluctant to adopt AI: 15%	2% Non-manager: 17%	18% Very small businesses: 3%
Market monitoring or research	22% IDF: 34% Services to individuals: 4% SMEs: 46% / Mid-sized and large companies: 13% Only in person: 5% Non-manager: 9% Companies reluctant to adopt AI: 38%	21% Non-manager: 12%	14% Non-manager: 6%	18% Non-manager: 8% Companies with internal AI: 27% Companies offers training: 27%



When it comes to the environment, French people are the most aware of AI's energy impact: more than a third know that it consumes more energy than a search engine. Conversely, half of Spaniards and Germans think that its impact is equivalent, and one in three Portuguese people even believe that it consumes less.

Q10: In your opinion, do **searches carried out using artificial intelligence** consume more, less or the same amount of energy as traditional searches on a search engine (e.g. Google)?

Base: total sample

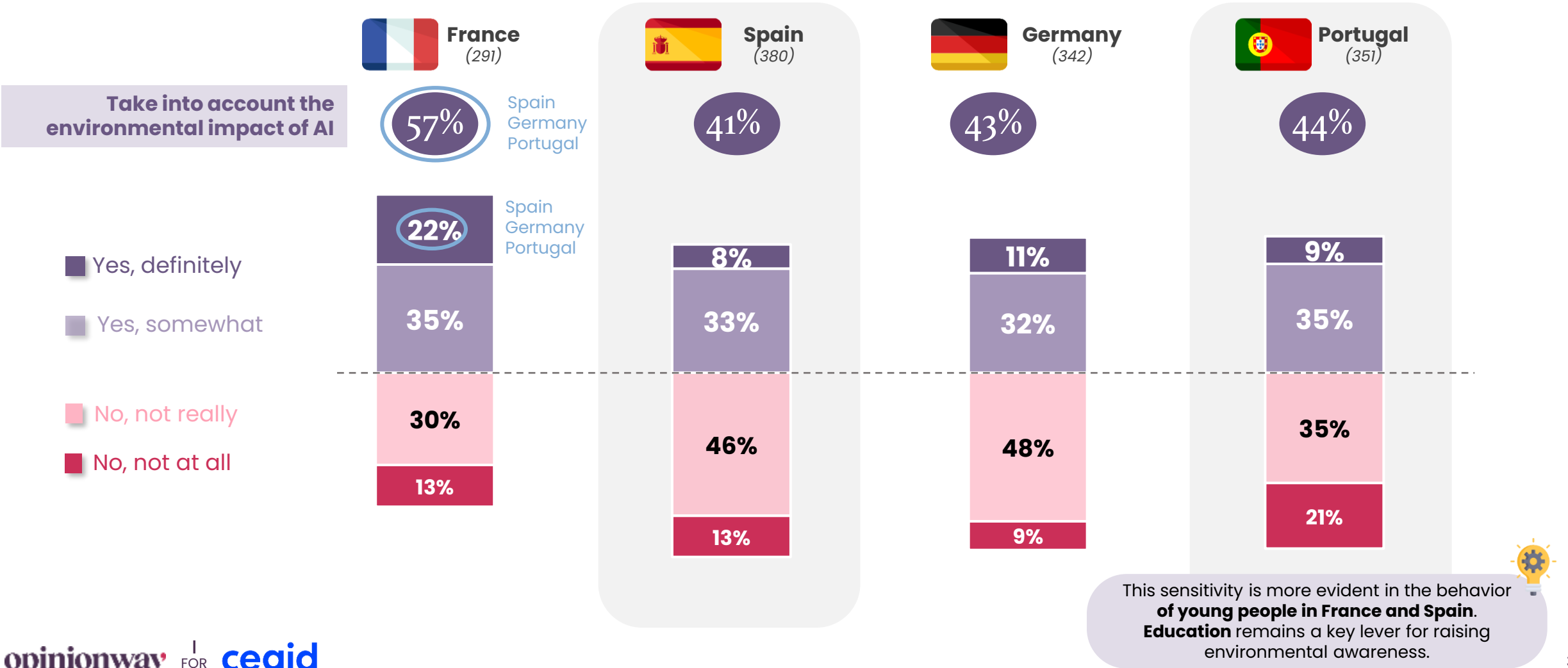




The French are also the most sensitive to the environmental impact of AI, which they incorporate more frequently into their usage.

Q11: **Do you personally take the environmental impact of AI into account** when you use it?

Base: Have already used artificial intelligence in the context of their work





This awareness is more evident in the behavior of young people in France and Spain. Education remains a key lever for raising environmental awareness.

Q11: **Do you personally take into account the environmental impact of AI** when you use it?

Base: Have already used artificial intelligence in the context of their work



France
(509)

ST Yes: **57%**

18-29 years old: **73%**
40 years old and over: **43%**
IDF: **71%**
SMEs: **77%**
Large companies: **42%**
Teleworkers: **68%**
Manager: **68%**

Companies offers training: 70%



Spain
(511)

ST Yes: **41%**

18-29 years old: **67%**
Administration: **60%**

Companies committed to AI: 52%
Companies with internal AI: 52%
Companies offers training: 56%



Germany
(508)

ST Yes: **43%**

40-49 years old: **30%**

Uses AI regularly: 55%
Companies offers training: 59%



Portugal
(507)

ST Yes: **44%**

Companies committed to AI: 52%



Summary

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Summary

The use of AI in business is growing in European companies, but with contrasting approaches. While Spain, Portugal and Germany are showing clear and confident momentum in adoption, France stands out for its marked caution, particularly among employees.

This reluctance is expressed in particular by a slightly lower perceived mobilization of companies, a greater cultural mistrust of AI, and a stronger anticipation of risks, particularly the dehumanization of professional relationships. However, French employees who use AI derive concrete benefits from it and have a more positive view of it, in line with their European neighbors.

Across the board, AI adoption varies by age (those under 40 are more likely to use it), teleworking, and the company's level of commitment, particularly when it offers training. In France, uses are more diverse than elsewhere, with a strong combination of internal and external tools, despite lower overall adoption. French SMEs stand out positively, outperforming large national companies..

In terms of usage, content writing (emails, notes, etc.) remains dominant in all countries, while for more complex tasks such as data analysis, training seems a prerequisite. Finally, environmental awareness is more pronounced in France, particularly among young people and employees trained in AI, while a majority of Europeans still underestimate the energy impact of AI.

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